



Job Posting

Position Title: TNReady Customer Service Specialist

Reports To: Chief Assessment Officer

Location:

Tennessee Department of Education
710 James Robertson Parkway
Nashville, TN 37243

Position Description:

The TNReady Customer Service Specialist is charged with delivering outstanding customer service related to the state assessment program. This person will develop and implement an ambitious customer service program, including proactive outreach to stakeholders such as testing coordinators, parents, teachers, and the general public. The TNReady Customer Service Specialist will need a willingness to travel (up to 50%), in order to provide outreach to stakeholder groups around the state.

Specific Position Responsibilities:

Customer Service Functions

- In cooperation with vendor, train vendor helpdesk CSRs (training may be on-site at vendor location)
- In cooperation with vendor, create and continually update scripts for CSRs
- Train TDOE helpdesk CSRs
- Create and continually update scripts for TDOE helpdesk CSRs
- Establish and monitor ticketing system for tned.assessment
- In cooperation with communications team, answer emails from tready email address
- Be readily available to district stakeholders as a primary contact for email and phone communications
- Assess customer service needs of TDOE and vendor; report on those needs with proposed solutions
- Use survey and focus groups to gain feedback from the field on customer service issues; report on those issues to leadership



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- During peak times, proactively intervene in difficult customer service situations in a timely manner

Assessment Literacy Functions

- Develop assessment literacy materials for various audiences (teachers, parents, general public) in cooperation with communications team
- Travel and present assessment literacy training in CORE regions and individual districts

Training and Review Functions

- Participate fully in various assessment reviews
 - o User Acceptance Testing for computer-based testing
 - o Test books & answer document review for paper-based testing
- In cooperation with Assistant Director, review TAM and TAPS for accuracy, completeness and user-friendliness
- Play a key role in the development and publishing of the Guide to Test Interpretation
- Play a key role in the development and publishing of the Parent Information Guide
- Assist Director of State Assessments with item review, rangefinding, and standard setting as needed
- Participate in test security audits as assigned by the Director of State Assessments
- Provide training on testing policies and procedures to district and school stakeholders
- Supervise team of TNReady Testing Coordinator Ambassadors

Non-Public School Functions

- Establish and administer an assessment communication plan for non-public schools
 - o Should include monthly contact with those schools via email
 - o Should include bi-monthly webinars for non-public specific issues with assessment
- Work with Director of School Choice to communicate ordering, provisioning, and other non-public specific information to those schools

Fulfill other duties as assigned by manager

Qualifications:

Education Requirements:

- Bachelor's degree required, preferably in Education, Communications, or a related field
- Advanced degree preferred



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Minimum Experience, Knowledge, Skill and Ability Requirements:

- Must have 2 or more years of experience serving as a testing coordinator, preferably at the district level.
- Experience in customer service as a customer service representative or customer service manager preferred
- Must be a skilled user of PowerPoint (as well as other Microsoft Office products)
- Experience in developing and delivering online trainings, including strong familiarity with learning management systems and software such as Camtasia preferred
- Must have strong presentation skills
- Willingness to travel
- Strong written and verbal communication skills and a demonstrated ability to communicate complex matters with educators in a clear and empowering manner. Experience working with diverse teams successfully
- Strong organizational skills and track record of managing projects to meet deadlines and achieve milestones over time

Successful candidate will exhibit the following:

- Excellence
- Optimism
- Sound Judgment
- Courage
- Teamwork

Salary and Benefits:

Salary is competitive and commensurate with qualifications. In addition, a [comprehensive benefits package](#) is included.

To Apply:

Please e-mail a cover letter, resume, and contact information for three professional references to heather.peltier@tn.gov. Applications are due by [7/31/18](#).

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